



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
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CONSUMER PROTECTION DIVISION
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Press Release

FOR IMMEDIATE RELEASE

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Attorney General McGraw Sues Unlicensed Parkersburg Contractors dba Flawless Fences and Corrals

Attorney General Darrell McGraw today sued Parkersburg unlicensed contractors John and Amy Wright, who call themselves Flawless Fences and Corrals, in the Circuit Court of Wood County. The complaint alleges that the Wrights charged consumers large sums of money up front for home improvement projects and never started the work. In addition, the Wrights made home solicitation sales, but failed to provide consumers notice of their three-day right to cancel the sales. When consumers tried to cancel the sales because the work was not started in a timely manner, the Wrights refused to refund their money.

Under West Virginia law, home improvement contractors are required to be licensed and must provide a written contract for any home improvement project for which the total price is \$250 or more. They are also required to provide consumers written notice of the three-day right to cancel any home solicitation sale.

Attorney General McGraw warns consumers to be very careful even when hiring licensed contractors. "Licensed contractors in West Virginia are not required to have insurance, to post a surety or performance bond, or to provide proof of financial responsibility. Moreover, there is no fund to provide refunds for consumers who have been harmed by licensed contractors. Therefore, consumers must do their homework carefully before deciding who to hire."

There are several things you can do to avoid being a victim of a home improvement scam. Always check with the Contractor Licensing Board to make sure the contractor is licensed. Ask for references, and check those references. Check with the Attorney General's Consumer Protection Division to see whether complaints have been filed against the contractor. Do not pay any money in advance for labor or materials.

To check whether a contractor is licensed, call the West Virginia Division of Labor Contractor Licensing Board at 304-558-7890. To check whether there are consumer complaints against a contractor, call the West Virginia Attorney General's Consumer Protection Division at 1-800-368-8808. To file a complaint about a consumer matter or to alert the Attorney General about unfair or deceptive practices, call the Consumer Protection Hot Line, 1-800-368-8808, or download a complaint form from the consumer web page at www.wvago.gov.

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